

## WARRANTY/ RETURN POLICY

New Options Sports, Inc. manufactures the highest quality products available and wants to ensure that our customers are completely satisfied. To ensure complete satisfaction, New Options Sports will repair or replace, at our discretion, any product if it is proven defective because of materials or workmanship.

A customer MUST OBTAIN A RETURN AUTHORIZATION NUMBER from our office before returning any item. Items must be returned within fifteen (15) business days of the day the Authorization Number is issued.

You may return unused Stock Items sold within ninety (90) days of purchase for a refund minus a restocking fee of fifteen percent (15%). New Options Sports, Inc. will pay all shipping costs, *only if* the item delivered was a result of our error. Errors must be reported within seven (7) days of receiving shipment. Shipping of exchanged braces is normally via UPS Ground. Customers can pay for faster shipping, if requested.

If an item is defective, contact us by email or by phone immediately within six (6) months of purchase. Upon our authorization, return the defective product, with the original purchase invoice or packing slip, freight prepaid to the address listed at the bottom of this page.

This warranty does not cover repair or replacement caused by misuse, abuse, alteration or accidental damage. PLEASE NOTE THAT WE ARE UNABLE TO EXCHANGE, OR ACCEPT RETURN OF ITEMS THAT HAVE BEEN DAMAGED OR ARRIVE UNWASHED, IN AN UNHYGIENIC STATE.

If you have purchased the wrong size brace, and would like to exchange it for a different size, please contact us by email or by phone and upon our authorization, return it to our office. All shipping charges are the responsibility of the customer, unless it is determined to be our error.

Please call 800-872-5488 Monday through Thursday, 7:30 a.m. to 5 p.m. and Friday, 7:30 a.m. to 4:30 p.m. and speak to Customer Service

or

Email: [orders@newoptionssports.com](mailto:orders@newoptionssports.com)

Please have your Invoice number or original Purchase Order number when you call for your return or include in your email. It is very difficult to credit your account without the invoice number. Please include a copy of your invoice or packing slip with your return so that we will be able to identify it and give you credit.

Upon evaluation by Quality Assurance and/or Management, products meeting the above requirements will be credited. New Options Sports reserves the right to change these terms without notice.



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